

Senior Nurse Patient Experience

Department: Health and Community Services

Division: Chief Nurse Office

Reports to: Associate Chief Nurse

JE Ref: HCS1164

Grade: NM07

JE Date: 21/22/2022

Job purpose

Senior clinical champion deputising for the Senior Nurse Manager Patient Experience by assisting in the management of the HCS Complaints Procedure. The post holder will ensure that the receipt, investigation, and the response to complaints is carried out effectively and in accordance with HCS Policy and Customer & Local Services (CLS) Complaints Procedure. This will include the maintenance of appropriate administration systems, central complaints database and production of regular reports. Provide expert advice to HCS staff and patients/relatives and carers on the complaint's procedure. The post holder will monitor service performance and manage the Patient Experience Service in the absence of the Senior Nurse Manager.

Job specific outcomes

To provide and role model a professional, caring, compassionate and supportive service to patients, carers, relatives and service users who contact the Complaints/PALS/patient experience team, ensuring they feel listened to and their concerns taken seriously.

To communicate directly with complainants, their carers/families and advocacy services, listening to highly sensitive information, often of a distressing nature and identifying any barriers in communication that may affect understanding.

Acknowledge receipt of complaint and seek clarity around the desired outcome as well as negotiate realistic timeframe for the response.

To act as a point of contact for patients, service users, carers, relatives, and members of the public who wish to make a complaint, and guiding and supporting them through the HCS Complaints Procedure.

To provide advice, support and assist managers investigating complaints including clarifying concerns, the outcome the complainant wishes to achieve, ensuring responses are sent on time and that complainants are kept up to date on the progress of their complaint.

To work with departments/care groups to encourage and promote a culture of openness, honesty and learning from feedback from patients, service users, carers, relatives, and the public.

Assist the Complaints Manager in the development, implementation and compliance with service-related policies and procedures. Propose changes to improve the service, as appropriate, and in accordance with local and national guidance.

Maintain administrative systems, including registering all complaints on the central database, to ensure complaints can be tracked, themes/trends identified and early identification of potential delays highlighted.

Ensure that complaints are issued to the appropriate care group to enable timely investigation and that potentially serious complaints are escalated to the relevant departments/care group for action.

Analyse complaints and PALs/Patient Experience concerns ensuring that monthly, quarterly and annual reports are provided to committees and the Board when required. This will include contributing to the triangulation of data in order to facilitate learning for the organisation.

Lead on quality improvement initiatives directly relating to complaints and feedback. Identify themes/trends from complaints received and bring to the attention of appropriate senior staff, identifying areas for service improvement and quality issues requiring action.

Oversee complaints that reach stage two/three of the complaints process which are referred to the CLS policy, ensuring timeframes and requests for actions required are met. Engaging and involving users in service development, whilst supporting care groups to develop in this area.

Statutory responsibilities

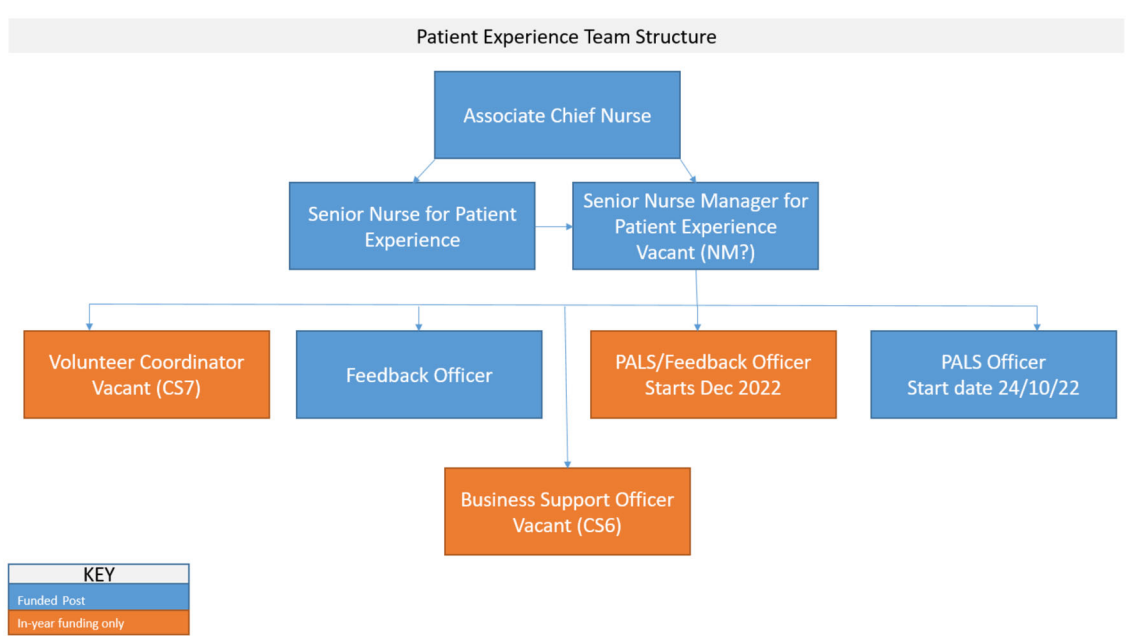
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

<Delete the following statement if not applicable>

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisation chart

Insert an organisation chart showing this role and its line managers and reports (individual names must not be included only post titles)



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Registered with the NMC as a first level registered nurse/registered midwife</p> <p>Degree (or level 6 qualification) in Nursing or Midwifery or equivalent.</p> <p>Management qualification or equivalent experience</p>	Masters level qualification in Nursing or Midwifery
Knowledge	Highly developed specialist knowledge of nursing procedures	

	<p>underpinned by theory and experience.</p> <p>Knowledge and experience of improving patient safety in health care provision.</p> <p>Candidates must display expert level knowledge of the Governance and Risk frameworks required to underpin the delivery of safe patient care.</p> <p>Knowledge of Government of Jersey Customer Feedback Policy.</p>	
<p>Technical / Work-based Skills</p>	<p>Thorough and up to date knowledge of nursing / midwifery theory and best practice, and the application of this practice.</p> <p>Understanding of NMC Code of Practice and requirements of it for the practice and behaviour of staff and self, and the midwives rules.</p> <p>Keyboard skills, skills required for professional practice.</p>	
<p>General Skills/Attributes</p>	<p>Ability to present effectively both verbally and in writing.</p> <p>High-level interpersonal and influencing skills.</p> <p>Ability to effectively manage own time, prioritise work appropriately and work towards given deadlines.</p> <p>Excellent attention to detail and highly organised.</p>	

	<p>Excellent written and verbal communications skills.</p> <p>A strong team player who can professionally lead and role model.</p>	
Experience	<p>Experience of working at a Senior Nurse or Midwife level and relevant clinical and management experience.</p> <p>Experience of implementing, managing and achieving changes in clinical practice.</p> <p>Experience of complaints management including investigations and quality complaint response letters.</p> <p>Experience of dealing with difficult situations and communication to achieve a positive outcome and resolution.</p>	
Criteria relating to Safeguarding	<p>Experienced in all aspects of Safeguarding children and vulnerable adults</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.